

This is regarding to Video Relay Services (VRS). I have been using the traditional relay services via text mode. I found that hearing callers are not impress with the speed of the conversation. In my work as, Coordinator of Services for the Deaf and Hard of Hearing, I found that VRS have improve my work performances and equal participation with hearing professionals. What an amazing differences it makes for my work. I use VRS for telecoferences, consultantation, case discussions, better navigation of voice mails, automation system and better visual communication.

Personally I use VRS at home to communicate with my hearing family members which felt more natural and easier to participate in coversation than text mode.

I urge the FCC to consider set the rates according to VRS providers needed to maintian the VRS. It is extremely important services which I will use daily in my employment and social life.

VRS is not equal to Telecommunication Relay Service via text mode. It really bring me closer to hearing world at work and at home.

Please do consider the rates and regulation that will maintian or improve VRS services to meet my needs and for Deaf population in USA.

Thank you for this opportunity to comment and I look forward to see FCC consider the decision which will enhance this important services. Thank You